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BIB DATA SHEET

CONFIRMATION NO. 4885

SERIAL NUMBER	FILING or 371(c) DATE	CLASS	GROUP ART UNIT	ATTORNEY DOCKET NO.
10/628,647	07/28/2003	705	2113	RSW920030117US1
RULE				
APPLICANTS Amanda Elizabeth Chessell, Hampshire, UNITED KINGDOM; Jason Cornpropst, Mebane, NC; John Kenyon Gerken III, Apex, NC; William Pettit Horn, Scarsdale, NY; Heather Marie Kreger, Louisburg, NC; Eric Labadie, Toronto, CANADA; David M. Ogle, Cary, NC; Abdolreza Salahshour, Raleigh, NC; Harm Sluiman, Toronto, CANADA; John William Sweitzer, Austin, TX;				
** CONTINUING DATA ***** This application is a CIP of 10/601,035 06/20/2003 PAT 7,137,041				
** FOREIGN APPLICATIONS *****				
** IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 10/22/2003				
Foreign Priority claimed <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No 35 USC 119(a-d) conditions met <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Verified and Acknowledged <u>/MARC M DUNCAN/</u> Examiner's Signature	<input type="checkbox"/> Met after Allowance Initials	STATE OR COUNTRY UNITED KINGDOM	SHEETS DRAWINGS 12	TOTAL CLAIMS 19
INDEPENDENT CLAIMS 2				
ADDRESS DILLON & YUDELL LLP 8911 N. CAPITAL OF TEXAS HWY. SUITE 2110 AUSTIN, TX 78759 UNITED STATES				
TITLE Methods, systems and computer program products for resolving problems in a business process utilizing a situational representation of component status				
FILING FEE RECEIVED 880	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	